

Associate Director RWE

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Company: OPEN Health

Location: United Kingdom

Category: other-general

Reports to Head of RWE

Job Summary

The Associate Director for RWE will lead a team responsible for commercial and scientific consultancy, identifying, generating, and converting new business development opportunities, and overseeing account management of OPEN Health clients. The Associate Director for RWE will be the primary client contact as potential projects are under discussion to give scientific input and advice, develop the project concept with the most suitable OPEN Health offerings and move the project to contract completion, supported by the Central Business Development team.

As a senior member of the RWE team, the Associate Director - RWE will provide counsel and training to more junior project team members and lead the charge for the consultancy and business development initiatives. It will be the responsibility of the Associate Director RWE to ensure the consultancy team are working on business development opportunities and generating revenue in line with company RWE targets.

The Associate Director RWE will have oversight of all business development opportunities within RWE and will be there to guide and support their team members as they develop opportunities and deliver projects.

The Associate Director RWE will also be responsible for ensuring awarded projects stay within the agreed scope through communication with their team members. It will be the responsibility of the Associate Director to ensure CRM is accurately maintained and work to mitigate any revenue slips. The Associate Director RWE will also have significant line

management responsibilities for business development and consultancy team members.

Essential Duties & Responsibilities

Business Development & Account Management

Contribute to the continuing achievements and annual targets of OPEN Health; identify and secure opportunities for real world evidence projects by understanding the current healthcare environment and the commercial objectives of our clients.

Lead growth of the business through the development of strong client relationships.

Work towards a revenue target appropriate to a senior leadership role, taking responsibility for a significant part of the business and contribution of revenue to the RWE Centre of Excellence annually and mentor other team members to support with organic growth in line with their roles.

Lead on the conceptualisation of a range of observational research studies using real-world evidence methods, across both primary data collection and secondary database opportunities that cover our key service offerings including:

- Evidence generation workshops and strategy consulting
- Qualitative surveys
- Primary data collection chart reviews
- Retrospective database studies using European secondary electronic medical records (EMR), claims and registry databases
- Database landscaping and feasibility assessments
- Expert elicitation studies (e.g. Delphi panels)

Develop detailed and accurate proposals in response to taking a detailed brief from clients ensuring a clear understanding of objectives, timelines, and budgets.

Prepare project fee and cost estimates for the client proposal to meet both client scope for the work and ensure the profitability of the project for OPEN Health.

Maintain a keen eye on the project delivery throughout to ensure any over-servicing is monitored and mitigated.

Lead key over-servicing discussion with clients and ensure that over-servicing is

captured and resolved as early as possible by recontacting work, as required.

As required, obtain fee/cost estimates from partner companies or third-party vendors to prepare the proposal. Revise the fee/costs as required to prepare client contract.

Lead Bid Defence meetings and the general coordination and generation of pitch decks.

Study Consultancy

Work with our clients and internal and external experts in the therapy area to identify the appropriate methodology, including evidence generation using primary or secondary RWE methodology to provide the best possible and most appropriate solution for our clients.

Lead on the implementation of a range of observational research studies using real-world evidence methods, across both primary data collection and secondary database projects that cover our key service offerings outlined above.

Be a key point of contact for the team to share your knowledge on the conceptualisation and implementation of both primary data collection and secondary database projects.

Lead, conduct and facilitate RWE evidence generation workshops and lead the delivery of bespoke consultancy projects for clients.

Take a lead role in the delivery of bespoke RWE consultancy-based projects, by running key projects and supporting junior members of the team by reviewing their deliverables, including protocols, code lists, statistical analysis plans and final outputs.

Commercial Study delivery

Ensure smooth handover of project, at contract signed stage to the project team responsible for operational delivery with clear milestones established and agreed with the client.

Ensure seamless project execution by prioritizing client satisfaction and maintaining accountability throughout the project lifecycle.

Ensure clients' commercial and scientific goals are embedded in the proposal and communicated effectively to the project team at handover.

Retain lead responsibility to ensure that clients' commercial and scientific goals continue to be met as their project proceeds.

Maintain close contact with the project team, to identify new business opportunities, and deal with scope change discussions as required, throughout the delivery of the project.

Ensure the project maintains on track in terms of scope and budget and flag any out of scope work in a timely fashion to our clients.

Review study success factors with project team and ensure the delivery of any client project review meetings.

Proactively identify and address project issues, utilizing advanced problem-solving skills to resolve conflicts and ensure successful project escalation management.

Additional responsibilities:

Exemplify unwavering leadership marked by integrity and professionalism, serving as a role model for the team and fostering a culture of ethical conduct and excellence.

Lead the scientific and consultancy team within RWE UK, providing guidance, identifying training needs and fostering team spirit.

Provide comprehensive training and mentorship to consultants in diverse RWE methodologies and study designs offered by OPEN Health, fostering the growth of a proficient, scientifically focussed team capable of conducting high-quality research that aligns with clients' requirements.

Participate in regular business development meetings and take an active role in the exploration of new opportunities for OPEN Health as a whole.

Willingness to support OPEN Health's thought leadership activities, presenting, publishing and being an advocate for the company.

Maintain thorough working records of all project activities, complying with company SOPs and GDPR requirements.

Adhere to and develop internal processes, ultimately enabling leadership teams to make well-informed strategic choices.

Identify areas for process improvements and innovation within RWE.

Maintain thorough working records of all project activities, complying with company SOPs and GDPR requirements.

Experience, Skills, and Qualifications

Demonstrable experience of working in healthcare RWE research in the Pharma industry or Clinical Research Organization and specifically, experience in observational or non-interventional studies.

Knowledge and demonstrable understanding of the pharmaceutical industry with a commercial focus; relating to product development, approval, marketing, and continued lifecycle management.

Excellent clinical and scientific knowledge and experience across a range of specialities

Demonstrable relevant experience in RWE scientific consultancy

First-line management experience

A PhD, MSc, or MBA in a healthcare, scientific, mathematic, or business-related subject

An independent, confident, proactive self-starter

Strong problem-solving skills with solutions focus

Excellent communication skills (verbal and written)

A natural ability to build strong working relationships with clients and colleagues

Highly developed negotiation skills

Excellent time management and project management skills

A keen scientific interest in clinical developments in the healthcare arena and a continual effort to understand current issues in the pharmaceutical industry

Strong presentation skills

IT literate – working knowledge of Word, Excel, and PowerPoint essential

About OPEN Health

OPEN Health unites deep scientific knowledge with wide-ranging specialist expertise to unlock possibilities that improve health outcomes and patient wellbeing. Working in partnership with our clients, we embrace our different perspectives and strengths to deliver fresh thinking and solutions that make a difference.

OPEN Health is a flexible global organization that solves complex healthcare challenges across HEOR and market access, medical communications and creative omnichannel campaigns.

What we offer:

As a global organization, OPEN Health is committed to supporting our employees and their families through a comprehensive benefits program

Competitive pay, generous paid vacation and holidays, and health insurance programs across all our locations

Ongoing training and development opportunities which foster and shape your individual career path

An active and growing commitment to bettering the communities our employees call home through our Corporate Social Responsibility program

The opportunity to thrive in a global, collaborative environment while working every day to improve health outcomes and patient wellbeing

Diverse, inclusive culture that encourages you to bring your whole self to work

If we sound like the sort of business environment in which you would thrive, then we would love to hear from you.

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